

#### 10.6.4

##### Licensed Child Care Information System (LCCIS) Procedure

1. The purpose of LCCIS is to provide facility information to members of the public, as provided by RCW 43.215.520. Through LCCIS, DEL staff may provide the following information, as requested:
  - a. Whether a provider is licensed.
  - b. Whether a provider's license is current.
  - c. The general nature of any enforcement against the providers.
  - d. How to report suspected or observed non-compliance with licensing requirements.
  - e. How to report alleged abuse or neglect in a child care facility.
  - f. How to report health, safety and welfare concerns in a child care facility.
  - g. How to receive follow-up assistance, including information on the office of the family and the children's ombudsman.
  - h. How to receive referral information on other agencies or entities that may be of further assistance to the caller.
  - i. How to make a complaint or how to report child abuse/neglect with the intake line (866.END.HARM).
2. DEL may **not** provide:
  - a. DLR/CPS information.
  - b. Information about invalid or inconclusive complaints or their corresponding SERs.
  - c. Identifying information about children or their families.
  - d. Information about a referent.
  - e. Information on open complaints.
    - i. The findings of a complaint will be posted **only** after the complaint inspection has been completed and a resolution is determined.
  - f. Information that would be an exemption under the Public Records Act.
    - i. Refer to the DEL Public Disclosure Policy (10.6.3)
3. LCCIS requests for information can be made by:
  - a. Telephone (1.866.482.4325)
    - i. When DEL State Office staff receives a request during normal business hours, the identified LCCIS Customer Service Specialist (CSS) or designee will immediately communicate with requester.
      1. CSS or designee will communicate respectfully and professionally, ensuring good customer service standards are met.
      2. The Quality Division will ensure a backup system for the live LCCIS line, including coverage for events such as: lunch, breaks, annual or sick leave, and coverage when the primary CSS is on the phone with a member of the public.
    - ii. When a request is made to the DEL State Office outside of business hours, the CSS or designee will telephone or email the caller back within one (1) business day of receiving the request.
  - b. E-mail (lccis@del.wa.gov)
    - i. CSS or designee will respond to all e-mails within one (1) business day of receipt.
    - ii. If the e-mail is requesting information not permitted through LCCIS, the CSS will forward the request to the DEL Public Records Officer.

4. When an individual requests provider information the CCS or designee will:
  - a. Log the request in the LCCIS Call Tracking Application.
    - i. Multiple requests by the same requester may be logged all on same record.
    - ii. All e-mails from media, governor's office or state lawmakers will be routed directly to the DEL Communications Manager.
  - b. Utilize the following research resources:
    - i. LCCIS web page: The requester can view this information on the DEL LCCIS web page. This provides basic information on the licensed facility and any valid complaints for the past three years, as well as the type of complaint issue. It also includes:
      1. Facility type, license status, license capacity, DEL licensor and contact information.
        - a. Only valid complaint issue will be given, along with the corresponding RCW violation. In some cases, the corresponding Compliance Agreement form may be available.
    - ii. CAMIS: This provides detailed information on all facilities including:
      1. Facility type, license status, license history, provider history, etc.
      2. Valid, invalid and inconclusive licensing complaints, DLR/CPS information, service episode records (SER).
      3. In cases where CAMIS information is unclear, CSS or designee will call the assigned licensors in order to seek additional clarifying information.
  - c. DEL may not provide the following information through LCCIS:
    - a. Information about invalid or inconclusive complaints or their corresponding SERs.
    - b. DLR/CPS information.
    - c. Identifying information about children or their families.
    - d. Information about a referent.
    - e. Names of staff or employees or provider staff.
  - d. DEL does not log complaints or reports of neglect or abuse.
    - i. A person with either of these items should be directed to call the intake line (866.END.HARM).
    - ii. CSS or other LCCIS designee should contact intake within two business days to verify that this information has been reported.
5. For continuous quality improvement, the Assistant Director of the Quality Division shall:
  - a. Obtain a monthly report from the CSS. This report will include:
    - i. Number of requests made via phone
    - ii. Number of requests made via web page/e-mail.
    - iii. Summary of the nature of the requests.
    - iv. Breakdown on the average initial response rates from CSS to requester.
    - v. Total number of either phone or web-generated requests that turn into Public Records Requests.

## Definitions

Complaint ID: Number used to identify a particular complaint in CAMIS.

### Complaint Issues:

- Age Grouping: Allegation of mixing ages and not providing appropriate staffing to the ratio for the youngest child in the group.
- Business: Allegation of discrimination, allegations of fraud, financial/payment issues, and violation of contracts.
- Character: Allegation that provider does not demonstrate good character, including CPS history and criminal history.
- Discipline: Allegation of corporal punishment or other use of prohibited discipline.
- Facility Environment: Allegation of health or safety hazards in the facility or on the property. Also includes lack of toys and equipment so that the child has an adequate learning environment.
- Failure to Report: Allegation that the provider failed to make a report of child abuse/neglect as a mandatory reporter.
- Group Size: Allegation of having more children than the mandated group size and staff-child ratio.
- Health/Sanitation: Allegation of violation of WAC involving health that is not specifically listed as another licensing issue, such as immunizations, medication, hand washing, hygiene practices and most issues in category of care of young children.
- Nurture/Care: Allegation of inappropriate provider or staff-child interactions, failure to meet developmental needs of children, inadequate activities and routines or learning and play materials.
- Nutrition: Allegation that the provider does not provide proper nutrition, does not provide special diet required by the child, or does not follow other nutritional guidelines. Infant feeding issues are included.
- Other: Generic category for issues not specifically listed here.
- Overcapacity: Allegation that the provider exceeded the capacity listed on the license.
- Program: Allegation of failure to provide required program components, including program activities, routines, schedule, or allegation of failure to provide supplies, toys or equipment that are developmentally appropriate.
- Reports/Record Keeping: Allegation that provider is not keeping adequate records on children, staff, employees and volunteers. This includes reporting circumstantial changes or injuries.
- Staff Qualifications: Allegation that provider, staff or volunteer does not have the skills or qualities necessary to provide adequate care, including results from background check and educational requirements.
- Subsidies: Allegation of inappropriate or incorrect billing practices.
- Substance Abuse: Allegation of use of alcohol or illegal drugs on the licensed premises during child care hours. Allegation of excessive use of alcohol by licensed provider or use or manufacture of illegal drugs.
- Supervision: Allegation that the provider does not provide appropriate supervision; this includes allegations of sexual contact between children, a child "escaping," and injury accidents.
- Understaffed: Allegation of failure to provide adequate staff based on staff-child ratios.
- Unlicensed Care: Allegation that an individual or agency required by WAC to have a license, and not exempted by RCW 43.215.010, is providing care without a license.

Inconclusive Issue: Insufficient or conflicting information about whether or not the provider violated applicable minimum licensing requirements.

Initial License Date: Date on which the provider was first granted a license by DEL or DSHS at the current address.

Invalid Issue: Sufficient information exists to conclude that more likely than not, the provider has not violated applicable minimum licensing requirements.

Last Renewal Date: Date on which the provider's license was last renewed by DEL or DSHS.

Licensed Capacity: Maximum number of children allowed to be present in the facility at any given time. Family Homes are only allowed a maximum of 12 children. Child Care Centers are usually licensed for more than 12.

License Expires: Date on which the provider's license expires. Licenses are issued to providers for three years.

License ID or Control ID: Number used to identify a licensed provider in CAMIS.

License Status: Tells the current status of the provider's license.

- Pending: Indicates that an application or reapplication has been received, but a license has not yet been issued or re-issued.
- Initial: Provider has just started a child care business, or moved, and hasn't qualified for a full license.
- Fully licensed: Provider has completely met minimum requirements.
- Renewal: Provider has renewed their license and is fully licensed.
- Probationary: Provider is in violation of minimum licensing requirements and has agreed to a probationary license. This license allows the provider to continue providing care under a probationary agreement while being closely monitored by the licensor.